



State of Illinois
Illinois Commerce Commission
Customer Credits for Telecommunications Carriers
Code Part 732.30
Quarterly Filing

Sage Telecom, Inc.
for quarter ending September 30, 2005

Out of Service More Than 24 Hours	July	September	September	Totals
A. Total dollar amount of all customer credits paid	\$734.10	\$3,435.27	\$358.90	\$4,528.27
B. Number of credits issued for repairs - 24 - 48 hours	29	27	30	86
C. Number of credits issued for repairs - 48 - 72 hours	7	17	5	29
D. Number of credits issued for repairs - 72 - 96 hours	6	6	1	13
E. Number of credits issued for repairs - 96 - 120 hours	1	1	0	2
F. Number of credits issued for repairs > 120 hours	7	2	2	11
G. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	272	355	271	898
H. Number of customers receiving alternate phone service rather than receiving a credit	0	0	0	0

Failure to Install Basic Local Exchange Service	July	September	September	Totals
A. Total dollar amount of all customer credits paid	\$0.00	\$0.00	\$0.00	\$0.00
B. Number of installations after 5 business days	0	0	0	0
C. Number of installations after 10 business days	0	0	0	0
D. Number of installations after 11 business days	0	0	0	0
E. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	0	0	0	0
F. Number of customers receiving alternate phone service rather than receiving a credit	0	0	0	0

Missed Appointments	July	September	September	Totals
A. Total dollar amount of all customer credits paid	\$2,800.00	\$0.00	\$0.00	\$2,800.00
B. Number of customers receiving credits	56	0	0	56
C. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	123	525	27	675

Comments

9-30-05 ASA was 00:02:26 with ASA for 10-31-05 of 00:01:40. Through the utilization of the IVR and active call management, our results have improved productivity. Moreover, with these continued changes, ongoing improved ASA results are expected.